

Serial No. 10/037,275

IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

2167  
EFW

**PATENT APPLICATION**

Inventors: **Frank Bogart**  
**Camille Gabriel**  
**Sarah Kiefhaber**  
**Rebecca Phelps**

Case No.: **499003-A-01-US (Bogart)**

Serial No.: **10/037,275**      Group Art Unit: **2167**

Filing Date: **January 3, 2002**

Examiner: **Sathyanaraya R. Pannala**

Title: **Arrangement for Relating Contacts To a Context**

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

**Petition to Withdraw Abandonment Based on**  
**Failure to Receive Office Action (see MPEP §711.03(c) II)**

Dear Sir:

Applicant's attorney hereby petitions that abandonment of the above-identified application be reversed and the application be reinstated because an Office Action therein was not received.

According to PAIR, a first Office Action was allegedly mailed on 14 July 2004. Lack of response thereto would have resulted in the case becoming abandoned on 14 January 2005.

Applicant's attorney attests that he has searched the file jacket of the above-identified application and that he has had the Avaya Docket Administrator search the docket records, and that these searches indicate that the Office Action was not received. A copy of the attached Avaya Case Record Listing, which is the docket record for the case, shows by the absence of a Diary Due Date for a Response to Office Action that the Office Action was not received.

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No fee is required with this petition. Please charge any fees due with this petition to Avaya Deposit account no. 501602.

Respectfully,



David Volejnicek  
Reg. No. 29355  
Attorney for Applicants

Date: 7 March 2005

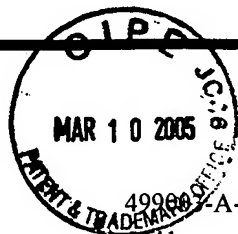
Encl.: Avaya Case Record Listing

Docket Administrator  
Avaya Inc.  
307 Middletown-Lincroft Road  
Room 1N-391  
Lincroft, NJ 07738

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.

On <u>7 March 2005</u>	<u>Tina R. Wilson</u>	
Date of Deposit	(Type name of person mailing paper)	(Signature of person mailing paper)

# CASE RECORD LISTING



04 Mar 2005

File No	499667-A-01-US	Module	Patents
Case Ref	5441	Country Code	US
Short Title	Arrangement For Relating Contacts To A Context	Status Code	PEN
Title/Mark	Arrangement For Relating Contacts To A Context		
Analysis Code 1	Bogart		
Analysis Code 2	III		
Analysis Code 3			
Analysis Code 4			
Analysis Code 5	Undecided Foreign Filing		
Change Reportable	N		
Last Amended By	LOURDES	Last Amended Date	18 Mar 2002
Last Checked By		Last Checked Date	
CPA Reportable	Y	File Location	
No of Claims	0	Gazette Ref	
Language of Filing			

<u>Base Reference</u>	<u>Date</u>	<u>Number</u>
Application No. / Date	03 Jan 2002	10/037275

<u>Role Type</u>	<u>Name</u>
Inventor	Gabriel Camille
Inventor	Bogart Frank
Inventor	Kiefhaber Sarah Hildebrandt
Inventor	Phelps Rebecca
Attorney	Volejnicek David
Assignee	Avaya Technology Corp.
Assignee as Recorded	Avaya Technology Corp.
Client	IP LAW GROUP
Division	US CASES

<u>Case Nature</u>	<u>File No</u>	<u>Appln No</u>	<u>Country Name</u>
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<u>Diary Due Dates</u>	<u>Status</u>	<u>Action</u>
2/13/2003	Overdue	Awaiting Examiners Response

**Abstract**

Each instance of communication (a contact) between a contact center and a customer of the contact center has its own contact record. Contact records of a customer that deal with the same matter are linked to a communication record that corresponds to that customer and matter.

**Remarks**

**Claims**